

CE.III IFSPs include all the services necessary to meet the identified needs of the child and family. All the services identified on IFSPs are provided.

1. Baseline/Trend Data and Analysis (for reporting period July 1, 2003 through June 30, 2004):

From April 2004 First Steps Family Survey

Q10: In creating our IFSP, I am asked about areas where our family felt things are fine and where we felt we need help.

	#	%	
Strongly Agree	749	55.07%	98.75%
Agree	594	43.68%	
Disagree	12	0.88%	1.25%
Strongly Disagree	5	0.37%	
Total	1360		

Q14: We receive all the services listed in our IFSP.

	#	%	
Strongly Agree	677	51.68%	96.11%
Agree	582	44.43%	
Disagree	43	3.28%	3.89%
Strongly Disagree	8	0.61%	
Total	1310		

Q17: I receive information and explanations about the services my child needs and believe the services my child and family receive are appropriate.

	#	%	
Strongly Agree	708	51.34%	95.65%
Agree	611	44.31%	
Disagree	52	3.77%	4.35%
Strongly Disagree	8	0.58%	
Total	1379		

Parent survey data show a high level of agreement that family needs are being identified and that services are being provided.

Child Complaints

Three child complaint allegations were found out of compliance regarding provision of services. The corrective actions have been completed as ordered by DESE.

Future Plans for Data Collection

- IFSP Quality Indicators look for linkages between the family's concerns/priorities and outcomes/services
- webSPOE system will collect authorization and billing information, expanded "No Provider Available" (NPA) information
- Informal issues data collection scheduled to be implemented Spring 2005
- No Provider Available data collection for services identified where there is no provider – preliminary data available Spring 2005

2. Targets (for reporting period July 1, 2003 through June 30, 2004):

- Add "No Provider Available" options in SPOE software so extent of provider shortages can be determined and recruitment efforts targeted
- Develop and implement Family Survey

3. Explanation of Progress or Slippage (for reporting period July 1, 2003 through June 30, 2004):

Due to delay in completion of the new webSPOE data system, the "No Provider Available" (NPA) option was not available, until a change was made to the current system to allow entry of NPA authorizations. Data collection on NPA began in 2004-05. Guidance has been distributed in regards to when and how to use the NPA authorizations and what is required of service coordinators in the event that no providers are available. Requirements include continuing to look for providers and offering compensatory services when a provider is located. Consultants are also working on provider recruitment in areas where preliminary NPA data is being reported.

A summary of provider recruitment activities can be found in GS.IV.

The primary methods of data collection will be family surveys and the IFSP Quality Indicators Rating Scale. Family survey data is already available and is showing high levels of agreement that appropriate services are identified and provided. Data from the Quality Indicators will become available during 2005-06 and will be incorporated into general supervision efforts.

4. Projected Targets:

- At least 90% of survey responses indicate that appropriate services are identified and provided
- NPA baseline is established and data show a decrease in services not provided due to lack of providers

5 & 6. Future Activities to Achieve Projected Targets/Results and Projected Timelines and Resources:

See GS.IV and CE.I